

JOB DESCRIPTION

Post	Fundraising Operations Manager
Reporting to	Head of Fundraising
Accountable to	Deputy Director of Income Generation
Contract type	Permanent
Location	Whittington with some flexibility for remote working
Hours	Full time (37.5 hours per week) with flexibility to work evenings and weekends when required
Annual salary	D1 £29,688.36 to D3 £36,305.99

Job purpose

The Fundraising Operations Manager reports into the Head of Fundraising, their remit is to focus on the management of supporter/ donor data and care, including financial reconciliation. This position involves leading and motivating a team to ensure that fundraising administration is efficient and effective, maintaining accurate and compliant supporter data, and ensuring that all fundraising income and expenditure are appropriately recorded and reported.

The purpose of this role is not only to oversee the day-to-day operations but also to look to implement new ways of working in line with our organisational strategy to be sustainable and grow our income. Digitalisation will play a huge part in these changes.

The Fundraising Operations Manager provides the foundation for strong relationships with supporters/donors.

Key tasks and responsibilities

The role entails but is not limited to:

- Work alongside the Head of Fundraising to develop and implement new operational processes which support both Fundraising and Lottery teams.
- Lead a team, maintaining and improving processes, and supporting with supporter/donor administration and stewardship.
- Play a leadership role in the fundraising senior leadership team.
- Ensure the whole team are able to carry out efficient and accurate data processing.
- Be hands-on, supporting the team day-to-day with processing when required.
- Continually review and develop the team's processes to meet KPIs and improve the quality of supporter data and efficiency of administration.
- Monitor and evaluate the work of the team.
- Ensure compliance with legislation around data protection and cash handling for all supporter data processing.
- Provide support to ensure the team delivers on its KPIs.
- Collaborate with fundraisers to understand their activities, financial coding and needs.
- Proactively seek feedback from stakeholders to review the Operations team outputs.
- Support the Digital Data Team with data tasks.
- Create a team culture of empowerment and development focusing on connecting fundraising with the work of the hospice to inspire and grow income.

- Lead, develop and support the Fundraising and Lottery admin team to implement new ways of working to include operational efficiencies, digitalisation.
- Work closely with the Fundraising Development Manager and Individual Giving Manager to understand our supporters and their motivations to develop a meaningful supporter care journey to increase engagement and retention and how best the operational team can support this. Build strong relationships across the Income Generation team - Retail and Fundraising.
- Analyse and report on fundraising activities to aid effective decision making and maximise return on investment.
- Champion learning and development across Income Generation.
- Keep up to date with fundraising trends, autonomously providing recommendations for diversification and innovation.
- Manage expenditure budgets for your team ensuring appropriate approvals are in place.
- Represent St Giles Hospice in the community and at events.
- Line management of Fundraising and Lottery Admin teams.
- Work collaboratively with internal stakeholders, external partners, and other charities to maximise opportunities to increase income, drive public engagement and to ensure this work has maximum impact for our programmes.
- Encourage and facilitate collaborative working across St Giles, recognising that this is essential to enable us to achieve our ambitious goals.
- Provide support to other areas of fundraising with a willingness to work flexible hours according to the needs of the department when required.

Key relationships:

- Head of Fundraising
- Fundraising Development Manager
- Fundraising team
- Individual Giving team
- Digital Data team
- Marketing and Communications team
- Retail team
- Finance team
- Clinical teams

MAIN CONDITIONS OF SERVICE

Our vision and values

All staff must commit to our vision and values and exhibit behaviours in line with these. We have adopted five core values that have been developed through engagement with our volunteers, staff, patients and families. These are the values that characterise all that we do and our behaviours with our patients and families, and each other.

Our values:

- We care
- We are trustworthy
- We work together
- We are creative
- We take pride

These values underpin everything we do and we expect all staff at St Giles, in all capacities - employees, bank staff, contractors, agency staff, those who hold honorary contracts, students and volunteers - to share and uphold these values. Each value is supported by behavioural standards and employees will be expected to display these behaviours at all times.

We also expect that everyone who works here shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of St Giles Hospice. Individuals must therefore always carry out their duties with due regard to the Hospice's Equality and Diversity Policy.

Research and Development

At St Giles we are committed to continually improving the service that we offer through development and research. To achieve this, we expect all employees to:

- commit to engage in research, audit and service improvement
- approach practice with an evidence base
- maintain professional development and learning in relation to your role

Mandatory training

All staff must complete ongoing mandatory and role-specific training pertinent to their post, and this should be confirmed with their line manager.

Health and safety

Staff are required to observe local health and safety arrangements and take reasonable care of themselves and persons who may be affected by their work.

Equal opportunities

Staff are required to comply with the St Giles Hospice approach to equal opportunities and treat everyone the same, regardless of their gender, race, disability, marital status, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity or age.

Infection prevention and control

Staff must adhere to current policies and procedures on infection prevention and control to ensure that they are aware of these provisions. It is not intended to be an exhaustive list of responsibilities, but more an outline framework against which staff and managers have flexibility to develop and define the detail of the work undertaken.

Information governance

Staff are required to keep all patient and staff information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard any data considered to be confidential may be regarded as misconduct/gross misconduct and a disciplinary offence.

Patient and family experience

Staff should ensure that they help to create a positive patient and family experience at all stages of a patient's interaction with the hospice and help to improve the patient experience within the hospice or community environment.

Safeguarding children and vulnerable adults

All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Person specification

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements, which the post holder requires to perform the job to a satisfactory level. Without these qualities, the applicant cannot be appointed to the post.

Knowledge and experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience in a management post, successfully and strategically leading teams with individual workflows, KPI's and targets • Experience in mapping of process for implementation of multi-faceted supporter care journeys • A clear understanding of the importance of ensuring data integrity is maintained and data protection laws (GDPR) are adhered to, and the impact issues such as consent can have on direct marketing activities • Understanding of data management tools/CRM systems • Demonstratable experience in using digital tools to enhance process • An understanding of the rules around gaming activities for lottery-based play as set out by the Gambling Commission • Proven track record of working to and achieving targets <p>Desirable</p> <ul style="list-style-type: none"> • Experience with change management • Experience of using Donorflex • Experience in using Microsoft Teams
Values	<ul style="list-style-type: none"> • Exhibits our hospice values and behaviours
Skills	<p>Essential</p> <ul style="list-style-type: none"> • Ability to show resilience in challenging situations • Ability to understand when issues need escalation • Ability to work effectively as part of a team • Ability to maintain confidentiality • Excellent interpersonal skills • Excellent presentation skills • The ability to build internal and external partnerships • A creative thinker • Computer literate • Ability to prioritise and work with conflicting deadlines • Effective diary management
Personal Attributes	<ul style="list-style-type: none"> • Empathetic • Team player • Able to work under pressure • Collaborative

	<ul style="list-style-type: none"> • Ambassador for St Giles Hospice
Other requirements	<ul style="list-style-type: none"> • Valid driving licence • Eligibility to work in the UK • Please note that St Giles Hospice does not hold a sponsorship licence and is therefore unable to accept sponsorship requests

Benefits	
Pay and conditions	
<ul style="list-style-type: none"> - Up to 33 days holiday plus bank holidays (Pro-rata for part time employees) - Eligible clinical staff transferring from the NHS will have their continuous service and annual leave recognised for up to 10 years and can continue their NHS pension contributions - Group pension scheme, matching contributions of up to 8% - Life assurance scheme, up to the state pension age - Enhanced sick pay, rising with service - Car lease scheme 	
Training and development	
<ul style="list-style-type: none"> - A dedicated on-site Education team offering training and development opportunities 	
Health and wellbeing	
<ul style="list-style-type: none"> - The Hub Wellness Support - Eligibility for flu vaccine - Employee Assistance Programme - Access to Mental Health First Aiders - Cycle to work scheme 	
Family friendly	
<ul style="list-style-type: none"> - Enhanced Maternity and Paternity benefits - Shared Parental Leave - Supportive Time off policy 	
Other benefits	
<ul style="list-style-type: none"> - Access to blue light and charity worker discounts - Free on-site parking 	

Working Environment
Predominately based at the Whittington office with the expectation to attend events and meetings offsite across the geographical area served when required.

This job description is intended to describe the main features of the role. It is therefore not exhaustive and incumbents may be asked to perform additional duties outside of their job description in the interest of the Hospice.

Data Privacy

Please note that any personal data submitted to St Giles Hospice as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation, for more information regarding GDPR please see:

<https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>

Equality of opportunity

Entry into employment with St Giles Hospice and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

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